

**Public Safety Dispatchers:**

Public Safety Dispatchers provide a vital link between the citizens and emergency services and between the communications center and field units. Communications Specialists also access local, state and national computerized information systems to provide aid and support to field units.

***Duties and Responsibilities:***

Be thoroughly familiar with both the Fire and Police Department's Policies and Procedures relating to the use of the telephone, radio and other communications equipment.

Answer all incoming telephone calls promptly and appropriately and assist all callers in a calm, courteous and professional manner. When multiple telephone calls are received, service them using a priority based on the nature and severity of the requested service.

Receive and process all Emergency 911 telephone calls, dispatch appropriate response units and transfer to other agencies those calls that fall more appropriately within their jurisdiction or the services they provide.

Obtain all necessary information from telephone callers, identify the caller and obtain call back telephone numbers whenever possible. If necessary and possible, keep callers on the line when their continued assistance would be beneficial to personnel responding to an incident or call for service.

Be familiar with emergency procedures that relate to matters requiring urgent Police and Fire attention so as to be capable of activating them immediately.

Dispatch all field units to calls for service as needed. Conduct all radio transmissions according to the rules of the Federal Communications Commission and the established Fire and Police Procedures. Dispatch all necessary personnel and equipment according to the nature and severity of the calls for service and keep the Fire Captain and Officer-In- Charge informed of all major incidents.

Acquire a thorough knowledge of the location and layout of streets, buildings, parks, housing areas and any other significant areas of the community so as to maximize the accuracy and speed of dispatch.

Maintain constant and diligent monitoring of the communications and CAD systems and immediately respond to all requests from the field units for assistance or service.

Completely and properly record all calls for service in the CAD systems using proper codes.

Maintain and update the CAD system status screens indicating the availability of field units.

Become and remain familiar with the procedures for computer operation, data entry, data retrieval and data modification capabilities for the in-house and CJIS computer systems.

Respond to and act on Police personnel requests for information concerning warrants, missing persons, stolen motor vehicles, motor vehicle listing, stolen property, domestic 209A orders and other information. Disseminate police information concerning the above mentioned as may be received via the CJIS computer system, telephone, radio or other means.

Respond to and act on Fire personnel requests to notify specific agencies, business owners and property representatives in emergency and non- emergency situations.

Keep personnel, who have been dispatched on calls, fully informed of all facts affecting their safety and the efficiency of their response to the call.

Inform the Officer-in-Charge of any unusual or serious occurrences that may develop concerning personnel, incidents or calls for service.

Responsible for monitoring the CJIS computer system for incoming messages and responding to them appropriately. Enter records when requested or in accordance with Department policy.

Monitor equipment, especially the emergency call lines and keep them in working order. Report immediately any malfunction or defect of the equipment to the appropriate authority.

Maintain the departmental daily log ensuring an accurate recording of calls received or other significant events.

Render assistance to members of the general public who make inquiries at the Police Station.

Notify, by telephone, citizens and business owners regarding such matters as

open doors to their business and homes, vandalism to their premises or vehicles, and/or to ask other questions regarding calls for service and/or suspicious conditions.

Transfer all calls for personnel properly.

Properly reroute calls for service where the offense/incident occurred in another jurisdiction.

Perform other duties as may be assigned or required.

**Chain of Command:**

This position reports to the Communications Supervisor and Police and Fire Supervisors.